



City of Hopewell

Customer Service Philosophy

Our Customer Service Philosophy

“We are all public service professionals committed to providing a culture of excellence in customer service by addressing needs with a caring attitude on a consistent basis.”

Our Promise

We will treat everyone just as we wish to be treated by providing:

- ❖ *a warm and friendly greeting;*
- ❖ *our full attention and a sense of importance;*
- ❖ *competence, thorough handling, and follow-up; and*
- ❖ *a sincere “thank you.”*



City of Hopewell

Customer Service Standards

The City of Hopewell recognizes that customer service is an ever-changing process that is a critical part of the success of any organization, especially local government. In order to promote a culture of excellence in customer service, the following customer service standards are hereby implemented to be a part of our daily communication with our external customers (citizens and the public) as well as our internal customers (employees, City administration, and City officials).

1. Remember that all City employees are “Directors of First Impressions,” so make your first impression by a customer a positive one!
2. Take ownership of your customer’s problem or concern.
3. Each department will be prepared to accommodate both internal and external walk-in customers.
4. Assume an appropriate and approachable demeanor.
5. All employees are expected to:
 - a. be able to answer questions about agency services, or
 - b. provide the name and phone number of someone who can answer the question, or
 - c. find the answer to the question posed.
6. Use the customer’s name, if known.
7. All phone calls shall be answered within 3 rings. Employees shall identify their department and their name.
8. All voice mail greetings shall:
 - a. alert the caller to the expected day/time of your return call; and
 - b. provide the caller with an alternative way to reach you or a live person if the matter is urgent.
9. Phone calls that are being directed to another employee/department shall be introduced rather than simply hanging up after the connection.
10. Ask permission to put the caller on hold. Periodically check back and apologize to the customer for the wait.
11. All employees will respond to internal and external calls, e-mails, and requests for services or products by the next business day.
12. Always follow-up. If you tell your customer you will do something, be certain you do it!